



# Holland America Line

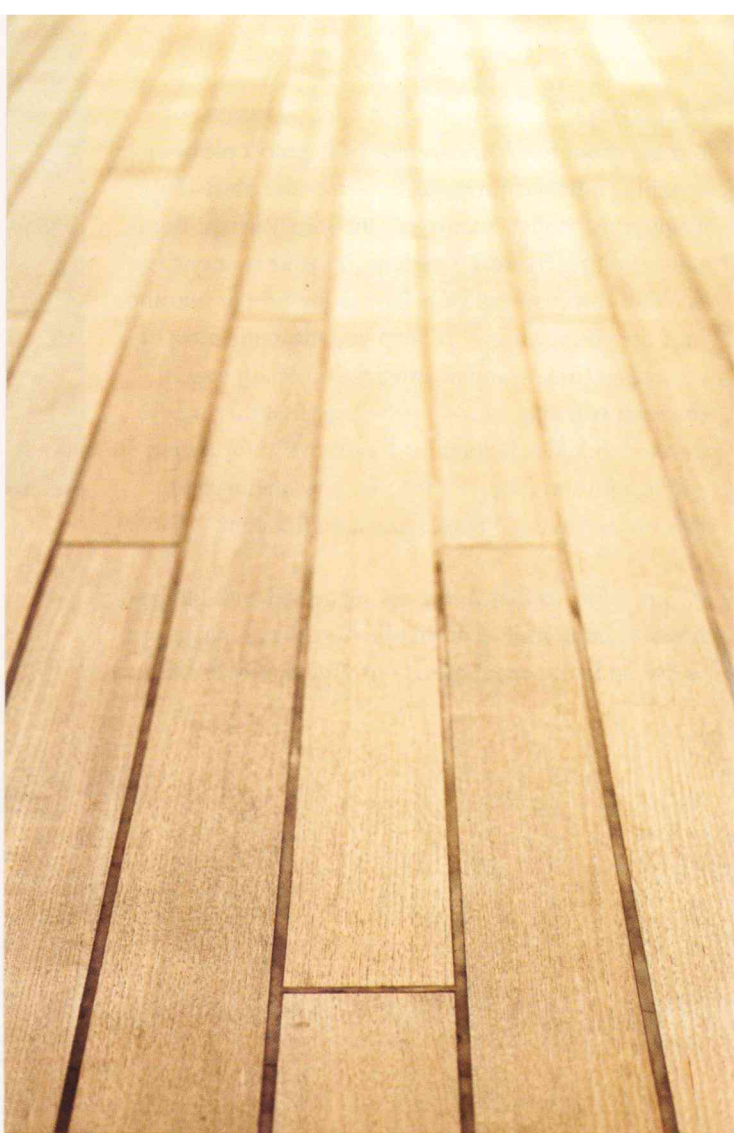
**KNOW BEFORE YOU GO**

2004

## WELCOME

You are about to experience one of the most pleasurable, relaxing vacations imaginable — a cruise aboard a magnificent Holland America Line ship. Perhaps this is your very first cruise. Or perhaps it's your twenty-first. In either case, you probably have a question or two about your upcoming voyage. To help you make the most of your adventure — and in anticipation of any special concerns you may have — we've prepared this handy traveler's booklet. It contains a wealth of information and helpful travel tips. Additionally, we invite you to visit our website at: [www.hollandamerica.com](http://www.hollandamerica.com).

We are honored that you've chosen to sail with Holland America Line, and we promise to do everything we can to live up to our reputation — *A Tradition of Excellence*.



Know Before You Go

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## General Information

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## IDENTIFICATION REQUIREMENTS

**Immigration Questionnaire:** Each individual passenger is required to complete this form prior to embarkation. While this form is located in your documentation package, we strongly encourage you to expedite your check-in by going to our website at [www.hollandamerica.com](http://www.hollandamerica.com) and completing the Immigration Questionnaire electronically. Please have a printed copy of the completed questionnaire with you during embarkation formalities at the pier. The identity and address information in the Questionnaire is required by the United States Government. Missing or incorrect data may delay embarkation or result in denied boarding without compensation.

**Important:** Guests arriving at embarkation without proper documentation may not join the voyage and will not be entitled to a refund.

The following documents are required for U.S. and Canadian citizens:

**Alaska, Caribbean, Mexico, Hawaii or New England cruises:**  
Either:

1. A valid passport ~or~
2. A U.S. or Canadian government-issued picture identification; plus an original or certified copy of a United States birth certificate, Canadian birth certificate, U.S. Naturalization Certificate, or Canadian Naturalization Certificate.

**All other cruises:** A passport valid for six months beyond the duration of the cruise and necessary visas. Expired passports are not acceptable.

**Please note:** Although passports are not required for some cruises, we highly recommend that you carry one while traveling. The unforeseen possibility of a medical disembarkation or early cruise termination may require that you have a valid passport to enable you to continue travel.

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**Non-U.S./non-Canadian citizens:** You must have a valid passport and any necessary visas. Please carefully verify the existing identification requirements for your particular travel situation. In addition, non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Resident Card (Form I-551), commonly known as a Green Card. Resident aliens not in possession of this must obtain one at the nearest office of the U.S. Immigration Service.

**Visas:** Some countries require that you obtain official authorization (called a visa), before entering the country. Usually, there is a fee required. **You are responsible for obtaining any necessary visas.** If your itinerary requires a visa prior to boarding, Holland America Line will send a visa information letter to your travel agent. The visa letter will have information for U.S. and Canadian citizens. Citizens of other countries should contact the nearest representative embassies or consulates for the proper information. All guests should keep themselves advised of changes in government requirements. If you have questions about visa requirements, call Zierer Visa Service at 866-788-1100 or 954-791-1530. You may also choose to send an E-mail message to: [hollandvisainfo@zvs.com](mailto:hollandvisainfo@zvs.com).

## **ESSENTIAL CRUISING TIPS**

- 1. Check your documents.** Enclosed in your Holland America Line document wallet you will find a complete set of documents for your trip. Most importantly, your Travel Documents packet contains your Cruise Ticket & Contract, specific arrival information, vouchers (if applicable) and an itinerary tailored to your specific travel plans. This *Know Before You Go* booklet contains tips for cruise planning. Please review all of your documents including the Cruise Contract, as they contain important information.
- 2. Bring proper identification.** Be sure to bring proper identification and visas (if applicable). For more information, see the Identification Requirements section on pages 3 & 4.

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- 2. Bring proper identification.** Be sure to bring proper identification and visas (if applicable). For more information, see the Identification Requirements section on pages 3 & 4.

3. **Use a carry-on bag.** Keep your Travel Documents, identification, medication, jewelry, camera, film, cash and other valuables with you at all times.
4. **Pack enough medication.** Refill your medicine prescriptions sufficient for the duration of the cruise. Keep it with you at all times and remember to leave all medication in its original container. It is also a good idea to bring your immunization records and prescription for eye glasses or contacts.
5. **Pack properly.** Both casual clothes and formal clothes will be essential during your cruise. For more detailed information, please see the Packing Advice section on pages 13 – 17.
6. **Sail away with confidence.** Now that you are prepared, relax and enjoy your cruise.

### **EMERGENCY PHONE NUMBER**

At some point in your travels you may experience an emergency. With this in mind, the following emergency phone numbers are available for your use. Representatives are on hand to assist you in any way they can, including assistance with travel delays and contacting loved ones.

**During our regular business hours, please  
call: 800-426-0327**

Representatives are available from 5:00am to 7:00pm Monday through Friday, and from 7:00am to 3:30pm Saturday and Sunday (Pacific Time).

**Outside of these hours and during holidays,  
call: 206-301-5293.\***

*\* This number is for emergency use only; please do not call unless you are experiencing an emergency of a critical nature.*

For information concerning airline delays, please see page 22.

## **GUESTS UNDER 21**

Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 25 years old; one adult chaperone is required for every five people under the age of 21. Alcoholic beverages will not be served to guests under age 21. Due to the limited medical facilities on the ships, we will not accept reservations for infants 12 weeks or younger.

Minors under age 18 traveling to certain foreign countries must be accompanied by both parents or have a notarized letter of consent signed by the parent(s) not traveling. If the other parent is deceased or the child has only one legal parent, a notarized statement must be obtained as proof. Your travel agent can provide additional information about this requirement.

**Please Note:** In an effort to prevent international child abduction, many governments have initiated procedures at entry and exit points. These often include requiring documentary evidence of relationship and permission for the child's travel from the parent(s) or legal guardian if not present. Having such documentation on hand, even if not required, may facilitate entry or departure. For specific information regarding the country you are traveling to, please visit <http://travel.state.gov> for country-by-country information.

Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship. For activities and programs for children ages 5 – 17, please refer to the Club HAL Youth Program on page 30.

## **CHANGING YOUR ITINERARY**

With very limited exceptions (such as our Panama Canal cruises), U.S. law prohibits a person from beginning their cruise in one U.S. port and ending it in a different U.S. port. For this reason, voyages originating and ending in the same U.S. port will not allow embarkation or disembarkation in an alternate U.S. port. If you do not adhere to the cruise itinerary and, as a result, violate this

law, any resulting fines (currently USD\$300/person) will be your responsibility. If the fine is assessed due to a flight delay, we will pay the fine if you were participating in our Home City Air program. Please note that this is a U.S. Government regulation over which Holland America Line has no control.

### IMMUNIZATION

Please contact your local physician, Health Department and/or travel medicine clinic to discuss immunization requirements for all countries on your itinerary. You may also check the Centers for Disease Control and Prevention's website at: [www.cdc.gov](http://www.cdc.gov). Click on Travelers' Health and then Vaccinations. It is also a good idea to bring along a record of your immunizations, as requirements for immunizations may change.

### CUSTOMS INFORMATION

In order to make returning home as smooth and easy as possible; please take note of the following tips. For more information consult your Customs Agency. Passengers returning to the United States can also check the official website of U.S. Customs at: [www.customs.gov](http://www.customs.gov).

**Registering Your Valuables:** We strongly recommend that you register your valuables with Customs before leaving home. If you cannot prove that you owned an item prior to departure, Customs Officials may charge you duty to bring it back into your country. This should be done well in advance of travel at a Customs office near your home. Items that should be registered generally include those not manufactured in your country. Customs pays particular attention to cameras (including special lenses and video equipment), binoculars, radios, laptop computers, foreign-made watches and other similar appliances. Customs officials will not be available at the ship during check-in to register valuables.

**Transportation of Currency:** You may take as much currency or as many monetary instruments as you wish on your trip. However, if you take out or bring into the



United States more than USD\$10,000, you are required by law to file a report with the U.S. Customs Service. Please remember that many other countries have a similar policy when going ashore and you will be subject to their currency allowances at the current exchange rate.

**Customs Allowance:** Each U.S. resident is usually allowed a duty-free exemption of USD\$800; it may be more or less depending upon your itinerary and recent travel outside the country. An additional USD\$1,000 worth of articles may be brought in and taxed at a reduced flat duty rate.

After an absence of 7 days or more, Canadian citizens may bring back to Canada up to CAD\$750 worth of duty-free merchandise, which may include a maximum of 40 ounces of liquor or wine and 200 cigarettes.

Guests who are neither U.S. nor Canadian citizens should check with the Customs agency in their country for allowance information before departing.

Additional information concerning Customs matters will be provided during your cruise.

### **GUESTS WITH DISABILITIES**

Holland America Line does not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate guests with disabilities. Holland America Line offers a limited number of staterooms designed to be wheelchair and scooter accessible. For safety reasons, Holland America Line may limit the number of scooters on the vessel.

Certain ship transfer operations (i.e. during tendering and at the gangways) may not be fully accessible to wheelchairs or scooters. When a ship is unable to dock, guests are taken ashore on smaller boats called tenders. Some guests with limited mobility may find it difficult to embark or disembark the ship at certain times while at dock or while tendering due to steep gangways and steps, particularly during low or high tide.

For persons not capable of walking on their own, the use of a wheelchair will be the primary mobility assistance aid for getting on and off the ship. In some situations, mobility assistance will involve carrying guests. Situations may occur in which mobility-impaired guests may not be able to go ashore at the time they desire or are unable to go ashore at all in certain ports. For the safety of all concerned, the Captain shall make the final determination regarding the carrying of mobility-impaired guests and their mobility assistance device (wheelchair, scooter, walker, etc.), taking into account all appropriate matters including, but not limited to, weather conditions, ship's location, weight of the guest, etc. The Captain will try to reasonably accommodate guest needs.

Guests must also be aware that certain third-party transfer and shore excursion facilities may not be fully accessible to guests with disabilities. Although we endeavor to make sure these companies comply with legal requirements, we cannot guarantee all are able to provide facilities that are accessible to persons with disabilities. For detailed, up-to-date information on accessibility issues involving shore excursions, we strongly recommend visiting the Shore Excursion Office on board.

In limited situations (either on board or ashore), where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements. Guests who are unable to care for their basic needs (e.g. dressing, eating and

attending safety drills) MUST have a capable traveling companion. It is essential that we be notified of any special medical, physical or other requirements you may have as soon as possible, including whether you intend to bring a scooter with you.

**Wheelchairs:** Due to a limited number of wheelchairs onboard, guests who require the use of a wheelchair should plan to bring their own rather than relying on the availability of Holland America Line's equipment. Wheelchairs and scooters must be stored inside the cabin. Holland America Line's wheelchairs are for onboard use only and are not allowed off the ship.

**Oxygen:** Our ships are not equipped to provide guests with these services other than on an emergency basis in the Ship's Infirmary. For security reasons and also to ensure that outside vendors will properly and promptly service the equipment they provide our guests, we have selected two companies as the only outside vendors that we will permit to deliver Oxygen supplies to the ship. We believe either of these companies will be able to meet your onboard medical needs:

**Advanced Aeromedical**

phone: 800-346-3556

fax: 888-481-2874

email: [info@aeromedic.com](mailto:info@aeromedic.com)

**CareVacations**

phone: 877-478-7827

fax: 780-986-8332

email: [csa@carevacations.com](mailto:csa@carevacations.com)

**Oxygen and/or Oxygen equipment deliveries will not be accepted from any other companies.**

You are welcome, however, to bring your own Oxygen and/or Oxygen equipment from your home. Please contact the Access & Compliance Department prior to sailing if you will require Oxygen while on your cruise.

If you require additional information on the ship's facilities or ability to accommodate your needs, or if you have any further questions, please feel free to contact the Access & Compliance Department at 800-547-8493; TTY 800-254-8669; locally at 206-281-3535, ext. 4514 or e-mail us at [HALW\\_Access@hollandamerica.com](mailto:HALW_Access@hollandamerica.com).

### **PETS**

With the exception of qualified service animals for guests with disabilities, animals or pets are not allowed on board our ships.

If you plan to bring a service animal, you must call our Access and Compliance Dept. at 800-547-8493; TTY 800-254-8669 or locally at 206-281-3535, ext. 4514. You will need to provide health certificate documentation for the animal. Please talk to your travel agent about this requirement.

### **BRINGING ALCOHOLIC BEVERAGES ONBOARD**

Bottles or other containers of beer and other alcoholic beverages purchased in the vessel's shops or otherwise brought on the ship cannot be consumed on the ship, with the exception of wine and champagne. If the beverages are purchased from the vessel's shops or at ports of call, they will be collected for safekeeping and delivered to your stateroom on the last day of the voyage. Our staff will make arrangements to store the items for you during the cruise.





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## LUGGAGE POLICIES & PACKING ADVICE

**Insurance:** Although we try to handle your bags carefully while in our possession, please be aware that Holland America Line cannot guarantee there will be no loss of, or damage to, your luggage or belongings. For this reason, we suggest you purchase luggage insurance before you leave home. Your travel agent can provide you with additional information if you are interested in this option.

**Restrictions:** Airlines, limousines and other transfer vehicles have luggage allowance policies which may limit the amount and/or weight of luggage you may take with you and/or impose excess luggage charges. At the time of printing, most domestic carriers limit your luggage weight to 50 lbs per piece. You are responsible for complying with the policies. Please keep this in mind when packing.

**Tags:** You will find your luggage tags in the top pocket of your documentation wallet. Please refer to the Arrival Advice section of your Travel Documents book for instructions on when to attach them to your luggage.

**Packing Advice:** Holland America Line recommends that you use hard-sided luggage and cautions against the use of garment bags with hanger hooks protruding from the top. We also suggest that you consider placing articles in clear plastic bags inside your luggage to minimize handling by airport security screeners. Pack shoes on top of other contents in your luggage to expedite the luggage screening process. Finally, make sure that you label the inside of your carry-on and checked luggage with your name and contact information. Bear in mind that the screening process for any point of embarkation is similar to that at an airport. As such, all weapons and dangerous devices are prohibited and may result in denied boarding. For complete, updated information regarding travel, please check the official website of the Transportation Security Administration at [www.tsa.gov/public/display?theme=1](http://www.tsa.gov/public/display?theme=1).

**Please note:** Firearms and illegal drugs of any kind are prohibited without exception.

**Important:** Do not pack your passport, medications, cruise documents or airline tickets in your checked luggage. (Remember that checked luggage might not be accessible at all times.) Keep these items close at hand in your purse or jacket pocket. We also strongly suggest that you carry or otherwise keep with you important items such as perishables, ; cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, laptop computers, cellular telephones, cameras, hearing aids, electric wheelchairs, scooters, or other video or electronic equipment, binoculars, film, videotape, computer disks, audio disks, tapes or cds. Holland America Line assumes no responsibility for the items listed above. If Holland America Line, due to any cause whatsoever, is liable for loss of, damage to or delay of your property, the amount of Holland America Line's liability will not exceed USD\$100 (USD\$600 for passengers who have purchased Cancellation Protection Plan) unless you have specified to Holland America Line in writing the true value of your property and paid to Holland America Line before departure of the cruise or cruisetour, 1% of the value in excess of USD\$100 or USD\$600, as applicable. In that event, Holland America Line's liability will be limited to the amount so specified. Please contact the ship's Front Office immediately upon embarkation for forms and additional details for declaring additional value; you must have your luggage with you when making these arrangements. Holland America Line's luggage policy is further detailed in the luggage section of your Cruise Contract.

**Medication:** Your prescription medication should be kept close at hand in your purse or carry-on bag rather than in your checked luggage. Be sure to bring a sufficient supply of medication and transport it in the original container. It is also a good idea to carry a written

list of your medications in case they are lost. The list should include the name of the drug, dosage and times taken. In case of emergency, Holland America Line will assist in filling prescriptions. However, please note that additional charges will apply.

### CLOTHING

The right clothing can make a big difference in the enjoyment of your cruise. First and foremost, dress for comfort. Daily life aboard ship and in ports of call is laid-back and casual. We encourage you to wear whatever makes you feel most comfortable — sportswear, shorts, sundresses, slacks, and so on. Warmer climates call for clothing made of lightweight, breathable fabrics. For cooler climates we suggest casual clothes that can be layered easily and possibly a raincoat and waterproof hat or umbrella and gloves.

Bring a swimsuit — all of our ships have pools and whirlpools. You may wish to bring more than one outfit for the water, if you'll be spending much time in and around it. We ask that you wear shoes and a cover-up over a bathing suit when walking through the interior of the ship. If you'd like to jog on the sports deck or work out in the fitness center, bring workout gear.

Footwear should include comfortable walking shoes for visits ashore and sandals or rubber-soled shoes for strolling on deck.

Evening dress falls into three distinct categories. Each night a daily program will be delivered to your stateroom announcing the suggested dress for the following evening.

Comfortable, relaxed clothing is fine for evenings designated as **casual**; however, T-shirts, jeans, swimsuits, tank tops and shorts are not allowed in the dining room, Lido restaurant, or public areas during the evening hours. During **informal** nights, dresses or pantsuits for women and jackets (tie optional) for men are standard.

On festive formal evenings, women usually wear cocktail dresses or gowns and men usually wear business suits or tuxedos. There are approximately two formal nights per week. (Gentlemen: Although business suits or tuxedos are suggested attire for formal evenings, they are certainly not required. You are welcome to wear a jacket and tie on formal nights.) Formalwear for ladies and gentlemen can be pre-ordered for your use for the duration of your cruise. Just call Cruiseline Formalwear at 800-551-5091, or complete the form at the back of this book. Your formalwear will be in your stateroom when you board.

In order to complement your fellow guests, Holland America Line asks that you observe the suggested dress code throughout the entire evening.

All staterooms are equipped with standard 110 AC and 220 AC outlets. If your shaver operates on standard 110 AC, by all means bring it (guests with pre- or post-cruise hotel packages may want to bring converters and/or adapters for their hotel stay). You may wish to bring a travel alarm clock, as they are not available in staterooms. Hair dryers are available in staterooms on all ships except the *Noordam*, which has them available for loan upon request at the Front Office.

For safety reasons, we respectfully request that you do not iron clothing in your stateroom. Ironing facilities are available at the self-service laundry rooms for your convenience on all ships except the *Oosterdam*, *Westerdam* and *Zuiderdam*. In addition, full laundry and valet services are available on all of our ships.

### **PREPARING FOR YOUR FLIGHT**

Since arrival and departure times are subject to last-minute changes by the airlines, we recommend that you call your airline(s) 24 hours before your initial flight departure to verify all the flight numbers, departure and arrival times shown on your ticket and provide a home telephone number. (Reconfirm international flights 72 hours prior to your departure from home.) Also, please

remember to confirm all flights booked directly by your travel agent. Plan to be at the airline counter at least 2 hours before flight time for domestic flights and 3 hours before flight time for international flights. Also, have your identification, travel documents and tickets readily available.

Holland America Line cannot confirm or reconfirm flights, seat assignment requests and other special services, such as special meals or wheelchair assistance, from on board our vessels. Your travel agent, however, may assist with these arrangements once you receive your tickets.

### **BON VOYAGE GIFTS & GIFT PACKAGES**

If you would like to send a bon voyage gift to one of your fellow guests, or set up your own private bon voyage toasting, we invite you to do so. Holland America Line also offers a variety of gift packages for guests celebrating a birthday, anniversary, honeymoon or other special event.

Take a moment to consult our Gift Order selections or visit our website at [www.hollandamerica.com](http://www.hollandamerica.com). Next, contact your travel agent or our Ship Services Department at:

**Holland America Line  
Ship Services Department**

300 Elliott Avenue West  
Seattle, WA 98119

Phone: 1-800-541-1576

Fax: 1-800-207-3547

E-mail: [hal\\_ship\\_service@hollandamerica.com](mailto:hal_ship_service@hollandamerica.com)

Gift order items include a variety of alcoholic and nonalcoholic beverages, gift baskets, clothing, gifts for children, casino chips and flowers at very reasonable prices. Packages such as "Renewal of Vows," "Celebrations," "Romantic Voyage" and "Just for Us" include a variety of services and mementos to commemorate your special occasion.

Gift orders must be prepaid and received two weeks in advance of sailing. Some last-minute gift orders may be charged to your VISA, American Express, MasterCard or Discover card up to two working days before sailing. However, a USD\$5 non-refundable late handling fee will be added to each order received within five days of sailing.

You may also make your wedding dreams a reality. Choose from a wedding on board one of our five-star ships or at a land destination. Then sail away for your romantic honeymoon! For more information contact Royal Ocean Events at 888-475-5511 or [www.royalwed.com](http://www.royalwed.com). For more information on Europe destinations, contact The Wedding Experience at 877-580-3556, 305-577-3358 or [www.theweddingexperience.com](http://www.theweddingexperience.com).

### DINING REQUESTS

Although Holland America Line offers open seating for breakfast and lunch, there are four seating for dinner on our ships\*. Dinner times are 5:45pm (First Upper), 6:15pm (First Lower), 8:00pm (Main Upper) and 8:30pm (Main Lower). You may request any seating time, table size and with whom you wish to sit. All such requests should be made in advance of sailing through your travel agent. Requests will be confirmed or waitlisted at the time of booking. Table numbers and table size are on request only and will be assigned by the Maître d' on board.

The status of your seating request is listed on your Cruise Contract. A confirmation card with seating assignment and table numbers will be provided to you at embarkation. If for some reason your dining request was not submitted before your cruise date, the Maître d' will assign you to the seating that is available.

**Special Diets and Meals:** Kosher,\* Passover Seder dinner gluten-free, salt-free, fat-free, baby food, diabetic and other special dietary needs can be accommodated only if we are notified in advance. To arrange special diets, please contact the Ship Services Department at

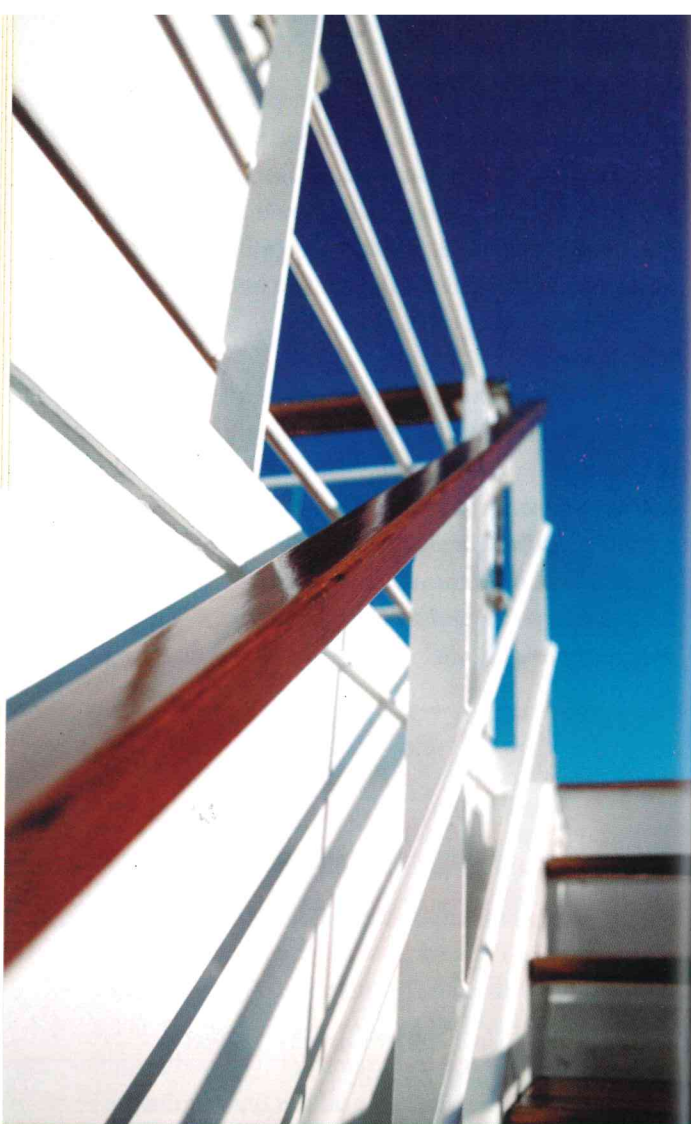
800-541-1576 at least 60 days prior to departure. While we shall do our utmost to fulfill all requests, it may not always be feasible. Holland America reserves the right to substitute products when specified brands are not available. An additional charge, including shipping and handling, may be applied. Reconfirm any special requests with the Maitre d' after you board.

- \* *Except the Noordam and Prinsendam, which have two sittings; 6:00pm (First) and 8:15pm (Main).*
- \* *Kosher meals are prepared off the ship in a kosher kitchen, frozen and brought to the table sealed in their original containers. There is no kosher kitchen on board nor do we have kosher dishes, utensils, pots or pans on the ship.*

### LAST-MINUTE CHECKLIST

To ensure peace of mind while you are away, why not run over this last-minute checklist of things to do before you go? Then you're off, without a worry in the world.

- ☐ Have the post office hold your mail.
- ☐ Stop your newspaper delivery, or have a friend or neighbor take them in for you.
- ☐ Leave copies of your passport, airline tickets, traveler checks and any credit cards you plan to use with a family member or trusted friend.
- ☐ Distribute your shore to ship communication cards to friends and relatives.
- ☐ Place a card with your name and address **inside** your luggage, as well as on the outside.
- ☐ Bring your travel and health insurance information and have it handy at all times.
- ☐ Verify that your identification and travel tickets are in your carry-on bag and will be available at all times.



## Arrival Advice

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## ARRIVAL INSTRUCTIONS

The following information should be used as a guideline only. For specific arrival instructions applicable to your itinerary please consult your Travel Documents packet.

**Arriving Early - Hotel or Tour Packages:** If you have purchased a Holland America Line vacation package or hotel accommodations you will find information in your Travel Documents. Be sure to keep your documents on your person or in your carry-on bag so you can access them easily.

**Arriving by Homeport Motorcoach:** Guests who are participating in our Homeport Motorcoach Program must make arrangements to be picked up and dropped off at their designated meeting point, as overnight parking is not available. Pick-up/drop-off locations and meeting times are listed in your itinerary.

**Arriving by Airplane:** On days of sailing, Holland America Line representatives will be stationed in the airport luggage claim area or outside the customs area (depending on local customs regulations), to greet guests and assist those who are eligible to be transferred to the pier. You will recognize our representatives by their Holland America Line signs. If you don't see our representatives, please have one paged. Please refer to your documents for more specific information regarding your arrival airport.

**Please note:** This service is available only on days of sailing.

## AIRPORT TAXES

Some countries impose an arrival or departure tax, which cannot be included on an air ticket. In most cases this is paid by each guest upon check-in and may have to be paid in the local currency.

## **AIRLINE DELAYS**

From time to time, guests encounter transportation delay in getting to their cruise ship. If it is your day of sailing and this happens to you, please follow these guidelines:

First, advise your airline at the earliest opportunity that you are a cruise guest destined for a sailing that day. Working directly with the carrier is important, as the airlines are usually able to arrange alternative flights.

If you believe a delay will cause you to arrive in the port of embarkation less than two hours before the ship's scheduled departure or if you are concerned for any reason that the ship may leave before you arrive, our representatives may be able to advise you of arrangements to minimize disruptions in your vacation plans.

Ask the airline to immediately advise our Air/Sea Department, or call us yourself at:  
800-628-4771 or 206-286-3294.

Air/Sea representatives are available from 7:00am to 5:00pm Monday through Friday and from 7:00am to 3:30pm on Saturday and Sunday (Pacific Time). These numbers are provided for emergency use only; please do not call the Air/Sea Department unless it is your day of departure and you are experiencing a delay.

For information concerning emergency procedures outside of these times, please see page 5.

All other questions and concerns regarding air arrangements should be directed to your travel agent. For further information on our relationship with airlines, please refer to your Cruise Contract.

If you have purchased air transportation independently from Holland America Line, you will be responsible for any and all expenses incurred when joining the vessel in progress.

## TRANSFER POLICY & INFORMATION

**Hotel or Tour Packages:** If you have booked both air and hotel accommodations through Holland America Line, all transfers are included. If you have made your own airline arrangements in conjunction with a Holland America Line hotel package, you will receive complimentary transfer service between hotel and pier only.

**Guests with Holland America Line's Fly Cruise Plan:** All appropriate transfers will be provided, with the exception of transfers between Seward and Anchorage (in either direction). These are not included and must be purchased in addition to your cruise and airfare.

**Temporary Terminations:** Transfers are NOT included for guests choosing to deviate from standard Holland America Line services. If there is a break in service or "temporary termination" (e.g. guests who have Holland America Line's Fly Cruise Plan, but who have chosen to stay in a non-Holland America Line hotel or guests who arrive early, etc.), no transfer will be provided.

**Purchasing Transfers:** Guests who have not purchased Holland America Line's Fly Cruise Plan may purchase transfers between the airport and pier, between Holland America Line's designated pre/post hotels and pier, or between airport and designated pre/post hotels. Reservations, payment, flight arrival information or hotel information are required at least 14 days prior to your sailing date. Please fax Worldwide Shore Services at 206-301-5282 or call 800-355-3023 from 7:00am to 4:00pm, Pacific Time, Monday through Friday. Transfers purchased through Worldwide Shore Services are not refundable if missed because of airline delays.

**Accessible Transfer Requirements:** If you require a lift for boarding the transfer vehicle, please have your travel agent advise our Access & Compliance Department at 800-426-0327 ext. 4514, as soon as possible, so we can arrange a special transfer. If you purchased transfers from Worldwide Shore Services, notify them as well.

Reconfirm any special transfer requirements for disembarkation with the Front Office after you board. For cities of embarkation and/or disembarkation, other than in the United States, wheelchair lift vehicles may not be available. Please call Access & Compliance for detailed information.

## **BOARDING PROCEDURES**

Embarkation times are printed on the front of your Cruise Contract. Generally, however, early embarkation will commence at 11:30am. There may be certain exceptions due to local governmental procedures. We strongly recommend that you do not arrive at the cruise terminal prior to 11:30am. Keep in mind that you must be on the ship at least one hour before departure, and the gangway will be pulled thirty minutes before sailing. Prior to boarding, you will pass through a security checkpoint and will be required to complete ship check-in formalities. **Please note:** There are restrictions on consuming alcoholic beverages brought on board the vessel; please refer above to **Bringing Alcoholic Beverage Onboard**, on page 11.

Upon completion of check-in, you will receive a guest identification card equipped with a bar code. This card serves as your identification when embarking and disembarking the ship and for making purchases on board. It is also a room key on some ships. Please have your card and photo identification ready and available whenever getting on or off the ship, as you will need to scan your card at the optical monitors located at the gangway.

**Important:** For this procedure, you will need to present your travel documents, including your Cruise Ticket portion of your Cruise Contract, a completed Immigration questionnaire (one per person), the Bahamian Immigration questionnaire (if applicable and one per person) and the required proof of citizenship. **You can expedite your check-in by completing the Immigration Questionnaire on our Web site prior to**

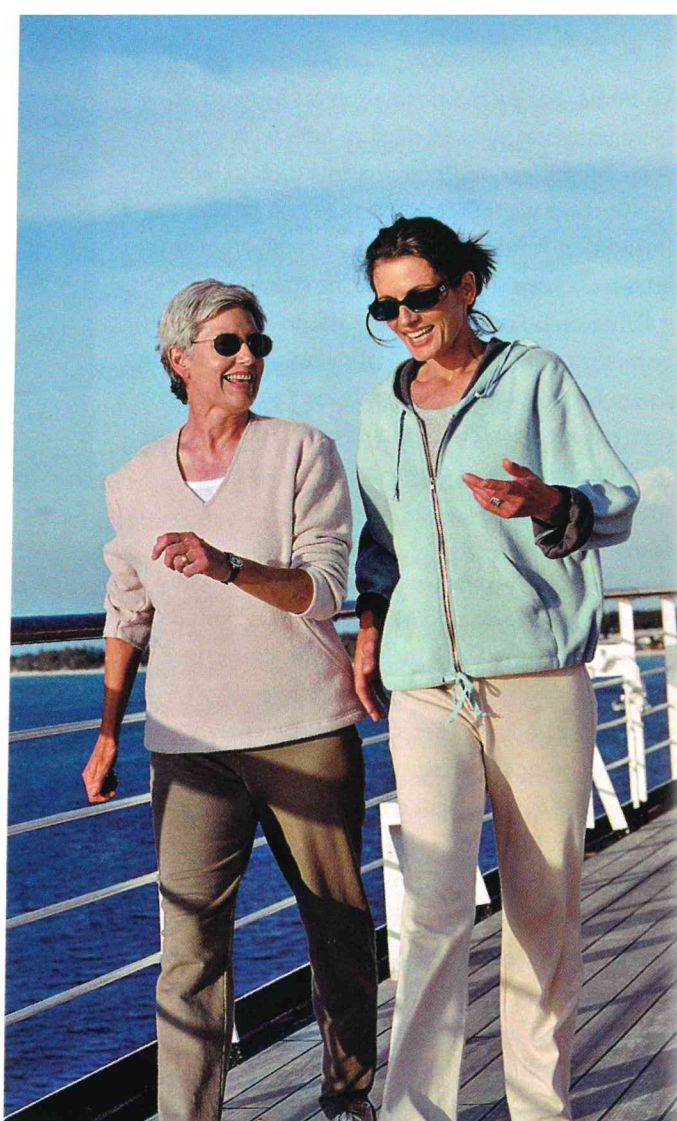
leaving home. For more information on this and on the documentation you will need to have with you, please see **Identification Requirements** under **General Information**, on pages 3 & 4. You may also receive arrival documentation from Immigration when arriving at the airport. Please keep these available for check-in. The Front Office on board may require the collection of passports for cruises that travel from country to country to prepare for immigration formalities. You will receive a passport receipt upon collection of your passport, and will be advised on board when the passports will be redistributed.

When embarkation commences, our previous sailing guests will have just disembarked and we will still be in the process of preparing the vessel for your cruise. We anticipate that your stateroom will be ready at approximately 1:00pm. Therefore, we kindly ask your cooperation by not visiting your stateroom until an announcement that the staterooms are ready has been made via the public address system. For security reasons, the loading of luggage, which you checked in at the terminal, will not commence until 1:00pm. Your luggage will arrive in your stateroom later this afternoon, via your cabin steward. Please feel free to relax in the Public and Pool Areas. The Lido Restaurant embarkation buffet and the Pool Grill opens at 12:00 noon.

*Our embarkation procedures are smooth and easy — you carry nothing but your hand luggage, and everything is beautifully organized so you will have no worries. It is truly a suitable prelude to your carefree holiday. Don't miss the sail away festivities with our entertainment staff!*

### **VISITOR POLICY**

Holland America Line, upon evaluation of customer and security concerns, has implemented a “no visitor” policy and regrets any inconvenience this may cause. However, friends may easily arrange to send a bon voyage gift directly to your stateroom. Or you may throw a party of your own for fellow guests. For more information please see **Bon Voyage Gifts & Gift Packages**, on page 17.



## Shipboard Life

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## ACTIVITIES ON BOARD

What will you do today? There are so many choices on your Holland America Line cruise. You may choose to participate in as many (or as few) activities as you wish.

Each day you will receive a complete schedule of shipboard activities to help you plan your day. The choices are many. You can play bingo, board and card games or lip sync to the Oldies. Maybe you'd like to work out in the gym or participate in deck sports or pool activities, attend an art auction, theme party or a wacky golf tournament. You may wish to sunbathe, swim or simply find a quiet spot and do nothing at all.

In the evening, you'll find a wide variety of music and entertainment throughout the ship. With award-winning production shows, our headline entertainers and our string ensemble, there's never a dull moment. Other evening activities include dancing, casino gambling, crew shows and movies.

## SHORE EXCURSIONS

An extensive program of shore excursions has been carefully prepared to enhance your cruise experience. Holland America Line and agents along the route have spent much time in the selection of these programs ashore. Please be aware, however, that although every effort has been made to present you with the best available facilities in the countries we visit, many of these tours may not have amenities such as air-conditioning and toilets on buses.

Shore excursions will help you make the most of your time in port and provide you with the best transportation and guide services available. Options may include sightseeing, flightseeing and adventure tours. A shore excursion brochure has been enclosed with your Travel Documents so you may familiarize yourself with the tours prior to embarkation. Check your Daily Program for shore excursion and port lecture times.



Advance shore excursion bookings may be made online at [www.hollandamerica.com](http://www.hollandamerica.com) approximately 60 days prior to your scheduled cruise departure date. Changes or cancellations may be made up to 10 days prior to your scheduled cruise departure date. Vouchers will be delivered to your stateroom on the day of embarkation. You will also be able to request tours on the ship at the Shore Excursion Office. Please note that requests are processed on a first-come, first-served basis. As several tours have limited availability, advance booking is highly recommended to avoid disappointment. Requests for excursions, which are fully booked, are placed on a waiting list.

Guests with physical limitations should review the "Which Tours are Best for You" section of the shore excursion brochure. You may choose the excursions that most interest you by using the icons as a general guide to the level of activity involved. Please note that wheelchair lift vehicles are not available in some ports. Please check with the Shore Excursion staff on board for the most accurate and up-to-date information.

**Please note:** No refund or allowance can be made to a guest who might, for any reason (including medical), cancel, deviate from, or otherwise not utilize all of the services scheduled to be provided by any excursion. Guests on any excursion, who elect to leave the automobiles or motorcoaches in the shopping area, or elsewhere, must provide their own transportation, at their own expense, back to the port.

## OUR COMMITMENT TO THE ENVIRONMENT

For many years, Holland America Line has emphasized environmental awareness, conservation, waste reduction and recycling in all our operations. Today, our environmental initiatives positively affect the lives of guests, staff and the inhabitants of the many regions visited by our cruises and tours.

Holland America Line is privileged to visit pristine environments around the world. As such, we kindly request that you help us maintain our standard of excellence in protecting the environment by following some simple guidelines.

- Do not feed the birds and other wildlife that inhabit the region.
- Do not throw anything overboard.
- Do not leave trash on beaches — use trash receptacles or carry it with you.
- Do not fish or crab from the ship at any time and do not fish ashore without a license from local authorities.
- Do not play music or make loud noises on open decks when visiting the glaciers in Alaska.
- Do not pick flowers or collect any plants.
- Do not disturb wildlife or reefs. Respectful observation significantly increases your chances of seeing wildlife up-close.
- Do not deface any area with carvings or markings.
- Always conduct yourself in a manner that reflects pride and responsibility to your shipmates and to the environment in which we all live.

Thanks for helping us to preserve and protect our environment.

## CLUB HAL® YOUTH PROGRAM

Holland America Line has a youth program for kids and teens age 5 – 17. Each ship is staffed with a professional Club HAL Director dedicated to making sure children have a great time. Some of the fun-filled activities include bingo for prizes, arts & crafts, special parties and much more. Each participant also receives a Club HAL t-shirt. An activity schedule for each age group will be delivered to your stateroom each evening.

Activities are offered for kids (ages 5 – 8), 'tweens (9 – 12) and teens (13 – 17). The program has an open-door policy, which means participants may come and go as they please. All activities are supervised; however, the Club HAL Director is not responsible for any child if he/she chooses to leave the activity. Children under five years of age are welcome to participate in the program, provided an adult accompanies them.

## SERVICES ON BOARD

Holland America Line ships have all the amenities and services you would expect to find in a fine resort — as our valued guests, we don't want you to lack for a thing!

**Beauty Salon:** Our Beauty Salon staff can make you look and feel your best. Specially-trained professionals offer a full range of services such as hairdressing and beauty treatments. All services are available from 8:00am until 8:00pm. Appointments are strongly suggested (particularly for formal nights) and can only be booked on board.

**Massage:** Each Holland America Line ship carries certified massage therapists to help you relax and relieve stress. You can enjoy a twenty-five or fifty minute massage. Appointments can be made in advance through the Beauty Salon. Due to their popularity, we recommend you reserve early.

**Ocean Spa:** To help keep you in shape, all Holland America Line ships are equipped with a fitness center, the Ocean Spa, offering both aerobic and strength-training equipment. In addition, our Ocean Spa is staffed by a professional attendant who can instruct you in the proper techniques of exercising. The Ocean Spa is open from 6:00am until 9:00pm. Pilates, yoga, and personal training classes are available for a fee.

**Swimming:** Swimming pools are available on board all of our ships and on deck there are plenty of deck chairs and beach towels available for your use. If you would like a beach towel to take ashore, please ask your cabin steward. Should you need anything — a refreshing beverage or a lap blanket — an attentive deck steward is never far from your side.

**Shop On Board:** On all Holland America Line ships, we provide a variety of wonderful merchandise from around the world. Items for purchase range from jewelry to clothing and souvenirs, together with a selection of toiletries and drug store sundries. The shops on board offer duty-free/tax-free prices for most items and are open during the posted hours when the ship is at sea. The shops are not allowed to open in port in accordance with Customs regulations.

**Port Shopping Ambassador Program:** Your cruise vacation would not be complete without experiencing some of the world's best duty-free shopping. On selected cruises, you'll find Holland America Line's Port Shopping Ambassador Program. It has been designed to assist you in finding the finest treasures in the ports of call at savings of 20 – 60% below U.S. prices. Each recommended merchant has been selected on the basis of price, selection, reputation, quality, service and a commitment to shopping satisfaction. Therefore you can shop with confidence knowing these merchants have all committed to stand behind your purchases.



Check your Daily Program for location and times of the Port Shopping Ambassadors Port & Shopping Talk. Important Customs information and shopping maps will be provided at the talk. For additional shopping information, tune in to *Shopping Treasures in Paradise* on your in-stateroom TV. Also, be sure to enjoy the *Welkom* book located in your stateroom.

**Future Cruise Consultant:** We are pleased to offer the services of a Future Cruise Consultant, on selected cruises. The Future Cruise Consultant, “your Travel Agent’s assistant at sea,” is on board to assist you with making reservations for your next cruise. Your travel agent will be advised of your new reservation and will finalize details with you upon your return home.

**Photographers:** The ship’s photographers record as many memories of your cruise as is possible. Pictures taken are then displayed at the Photo Gallery, where you may make your direct purchase by conveniently charging your shipboard account. We offer a developing service on board along with a Formal Portrait Package. Details can be found in the Daily Program.

**Casino:** You can try your luck at blackjack, roulette, craps, stud poker, Caribbean stud poker and other table games, or one of many state-of-the-art slot machines in our casino. Tournaments are held each cruise. Local regulations do not allow the casino to be open while in port or in certain restricted waters. You must be at least 18 years old to play in the casino.

**Library:** All of our ships have a Reading Room/ Library containing books and periodicals as well as a quiet corner where you can curl up with a good book.

**Religious Services:** In order to serve the spiritual needs of our guests, we provide the following services. Your Daily Program will list times and locations.

*Catholic* - Mass is held daily.

*Interdenominational* - An interdenominational service is conducted each Sunday and on appropriate religious holidays.

*Jewish* - A Sabbath Eve is held each week.

Anyone wishing to volunteer to lead this service should contact the Cruise Director. A Rabbi is on board for High Holiday services.

**Stateroom:** Your stateroom is furnished with a ship-to-shore telephone which enables you to easily call anywhere in the world, 24 hours a day (prices are found in your stateroom directory). You'll also find ample closet and drawer space, individually controlled air conditioning, a television for viewing CNN, movies and on-board features.

**Laundry:** For your convenience, we offer full laundry and dry cleaning service. You will find laundry bags and price lists in your closet. Self-service Laundromats are situated in various locations on board, except on the *Zuiderdam*, *Westerdam* and *Oosterdam*. The facility consists of washers, dryers, irons and ironing boards. There is a charge for the use of washers and dryers. For safety reasons, we ask you to refrain from ironing clothes in your stateroom.

## SHIPBOARD MEALS

In addition to breakfast, lunch and a five-course dinner, you can enjoy: afternoon tea; a stirfry or pasta buffet; the ice cream bar; hot hors d'oeuvres during the cocktail hours; an evening espresso or cappuccino; and the traditional late-night snack (one of which will be our Dutch Chocolate Extravaganza). Or, try the Terrace Grill located outside, featuring hamburgers and hot dogs as well as a taco bar and a daily special. And, of course, complimentary room service is available 24 hours a day. Casual dining is available in the Lido Restaurant every night.

Luxury dining options in the Pinnacle Grill, featuring the highest quality meat and fish, is available on all ships except the *Noordam*\*. Reservations may be made on board by contacting the restaurant manager. There will be a minimal restaurant charge. Suite guests have reservation preference.

## MEDICAL FACILITIES & SERVICES

Each Holland America Line ship has an onboard infirmary staffed by a total of four qualified medical professionals — one licensed doctor and three nurses (with the exception of the *Prinsendam* which has two nurses and one doctor). While not a full-service hospital, the infirmary is well equipped to handle most emergencies and routine medical procedures.

A customary fee will be charged to your shipboard account for physician/nurse services and medications dispensed (with the exception of meclizine for seasickness, Tylenol® and aspirin, which may also be obtained at the Front Office). If you become ill or injured during the voyage and your diagnostic and/or care needs exceed the capabilities of the infirmary, you will be transferred to medical facilities ashore. Please note that Medicare and many health insurance plans

DO NOT cover the cost of medical care at sea, in foreign countries, or for air evacuation. Guests are encouraged to obtain travel medical insurance prior to travel in order to be reimbursed for services rendered.

If you have a chronic medical condition, please bring a recent report from your physician. The medical staff on board is not available for daily care, unless you are hospitalized in the infirmary. You must be able to care for yourself, including dressing, eating and attending the ship's safety drills. If you are unable to function independently in these areas, you must bring a caregiver with you. Because of the limited medical facilities, infants 12 weeks or younger and women who will be 24 or more weeks pregnant during the course of their travel are not permitted to participate in the cruise. If you are pregnant, please provide a medical note from your physician stating your expected due date and medical fitness to travel.

Keep medication close at hand in your purse or carry-on bag. Be sure to bring enough prescription medicine to last throughout your cruise, as it may not be available on board or in some of the countries visited.

### SMOKING POLICY

For the comfort of all of our guests, designated smoking and nonsmoking areas are available in most lounges. Smoking is not permitted at any time in dining areas. Our ships do not have "nonsmoking" staterooms. However, all rooms are thoroughly cleaned after each cruise to assure the comfort of our guests. All showrooms are nonsmoking during performances.

\* *Not available on the Veendam until May of 2004.*

## COMMUNICATION AT SEA

**Telephone:** Direct ship-to-shore telephones are provided in each guest stateroom. You may easily place a call to friends, relatives or business associates during your cruise, reception permitting.

Similarly, friends and family in the U.S. and Canada may contact Holland America Line ships by direct dialing the following number:

1-866-HAL-SHIP  
(1-866-425-7447)

Callers should have the ship name, party name and the cabin number ready before dialing.

Those at home may also dial each ship directly by dialing the International Access # (011 from the U.S.), Ocean Code # and Ship #.

### Ocean Codes:

Pacific Ocean Region	872 (Alaska & Pacific)
Atlantic Ocean West	874 (Caribbean, Gulf of Mexico, and South America)
Atlantic Ocean East	871 (Europe, Africa, and Mediterranean)
Indian Ocean Region	873

### Ship numbers:

<i>Amsterdam</i>	324-437-011
<i>Maasdam</i>	130-2513
<i>Noordam</i>	130-2541
<i>Oosterdam</i>	324-541-710
<i>Prinsendam</i>	324-412-610
<i>Rotterdam</i>	324-616-710
<i>Ryndam</i>	130-2562
<i>Statendam</i>	130-2515
<i>Veendam</i>	330-943-511
<i>Volendam</i>	324-596-816
<i>Westerdam</i>	not available at time of printing.
<i>Zaandam</i>	324-644-212
<i>Zuiderdam</i>	324-530-410

**For example:** Someone calling from the U.S. to the *Amsterdam* in Alaska would dial: 011-872-324-437-011.

**Please note:** All phone calls, whether inbound or outbound, are charged a satellite tariff. Outbound calling rates are posted near your cabin telephone and will be billed to your onboard account. These charges are applied to ALL calls including calls to 800, 877 and 888 numbers. Please do not use a credit card or phone card. Your onboard account will be billed in addition to the cost of the phone card or charges to your credit card. Collect calls are not possible from the ship.

**E-Mail and Internet:** Guests can send and receive electronic mail in real-time, via a high-speed satellite link 24 hours a day, satellite conditions permitting. You will be able to access a broad range of communication applications (e.g., Video Mail, CruisE-mail, Microsoft® Office and games just to name a few). You can surf the Internet, play games, check your stocks, read your E-mail, send a Video Mail to your loved ones back home and much, much more! Holland America Line has even set up your very own CruisE-mail address for you to use. We also have an Internet Manager on board to assist you. There is a charge for these services.

**Your CruisE-mail address:** Your first initial + last name + your four (4) digit cabin number (with no spaces in between) + "shipname".cruisemail.net.

For ships without a 4-digit stateroom number, add an extra zero before your stateroom number (i.e. stateroom 038 would be 0038).

**Example:** John Smith, in Cabin 0038 on the *Rotterdam*, - His CruisE-mail address will be: jsmith0038@rotterdam.cruisemail.net

Wireless and/or dial-up Internet access facilities are available on board. If you wish to bring your laptop computer and use it on board, please contact Ship Services in advance to verify Internet accessibility for your specific ship and sailing.

**Fax:** Facsimile service is also available on board. Please contact the Front Office for cost and other information if you wish to take advantage of this service. Additional communication instructions can be found in your Travel Documents or on board the vessel in your stateroom directory.

**Mail:** Letters and postcards may be mailed from the ship while in ports of call. Guests may buy stamps in port or purchase them with U.S. cash from the Front Office. All mail is subject to local postal office procedures and rates in the port mailed.

### **SHIPBOARD ACCOUNT**

Our cashless society is designed to make your life on board as simple as possible. When you board the ship, your account has already been activated and you may make purchases by simply showing your guest identification card and signing a receipt. On embarkation day, you will need to register your credit card (Visa®, MasterCard®, American Express®, Discover®) in order to continue to use your account for shipboard purchases. Your credit card will be pre-authorized for USD\$60 per person for each day of your cruise. At the end of your cruise, you will receive a final statement, and your credit card will be charged only for the actual amount of your purchases. All guests are advised to inform their credit card issuer in advance that their card will be used on a Holland America Line ship. This will help prevent delays in obtaining credit card pre-authorization on board. Holland America Line encourages the registration of credit cards for payment of goods and services purchased on board. You may use your debit card. However please be advised that Holland America Line obtains pre-

authorization which some banks may hold for up to 30 days. If you choose to settle your account with cash, a deposit in US currency will be required in advance. Traveler's checks may also be cashed at the Front Office to make your deposit. Personal checks are not accepted on board.

### **GRATUITY POLICY**

Exceptional service is part of the Holland America Line cruise experience. Because you are our guest, it is our goal to make sure you receive the finest service possible. And we have made it easy for you to reward excellent service onboard.

A gratuity of \$10 per guest per day for dining and stateroom services will be automatically added to your shipboard account on a daily basis. We are confident that you will find the service onboard exemplary and, should you wish to make adjustments, you may do so at the end of the cruise by contacting the front desk. A 15% service charge will be automatically added to your bar charges and dining room wine account.

In terminals, airports, ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

### **CURRENCY EXCHANGE**

On board our ships, US dollars is the only currency accepted. We also accept US Traveler's Checks. A currency exchange service will be available for selected itineraries, such as our European and World Cruise programs. In most ports of call, you may easily exchange your US dollars into the local currency at banks, airports and major hotels. In many countries, you can use your ATM card to obtain local currency. Most locations will accept major credit cards and some will even accept US dollars. If you choose to use US dollars, carry smaller denominations; ones, fives, tens and twenties.



## Disembarkation

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Disembarkation Procedures

41

## DISSEMBARKATION PROCEDURES

Guests will be requested to complete a disembarkation form at the beginning of the cruise to coordinate transfers and luggage handling with the post cruise arrangements. Please fill out the form and return it to the Front Office as soon as possible.

A disembarkation talk will be given shortly before the end of your cruise, outlining important procedures regarding customs formalities, luggage handling, travel arrangements, etc. It is essential that at least one member of your party attend.

On the last night of your cruise you will need to place your luggage, with the provided luggage tags, outside your cabin before you retire (except Deluxe Verandah suite guests). Please place your luggage on the opposite side of the emergency lighting so it does not block the light. Keep your luggage tags on your luggage as they contain your departing flight information.

Gather together your personal identification, airline tickets, customs forms, medications and other important items along with the clothes and shoes you intend to wear the next day. Place them in your carry-on bag or on your person so you can access them easily. Please remember that valuables should not be placed in the luggage you place outside your cabin.

After the ship docks, it must be cleared by local authorities before any guests may disembark. You should plan on being able to leave the ship two to three hours after the time of docking indicated on your Cruise Contract. Outbound flights should be scheduled with plenty of time for transfers from the ship to the airport. The amount of time you allow for transferring depends on the disembarkation port.

A full-length photograph of a woman with dark hair styled in an updo, wearing a shiny gold long-sleeved blouse and a black skirt with a high slit. She is standing with one hand on her hip against a dark blue background. The image is part of a catalog, with the binding visible on the left side.

Elegance & style  
delivered directly  
to your stateroom.

Gold Blouse  
over a Black  
Crepe Skirt

Women's Shoes  
(black only)



Glitter Blouse  
over a Black  
Crepe Skirt



Black  
velvet  
blouse  
and skirt

## Women's Formalwear

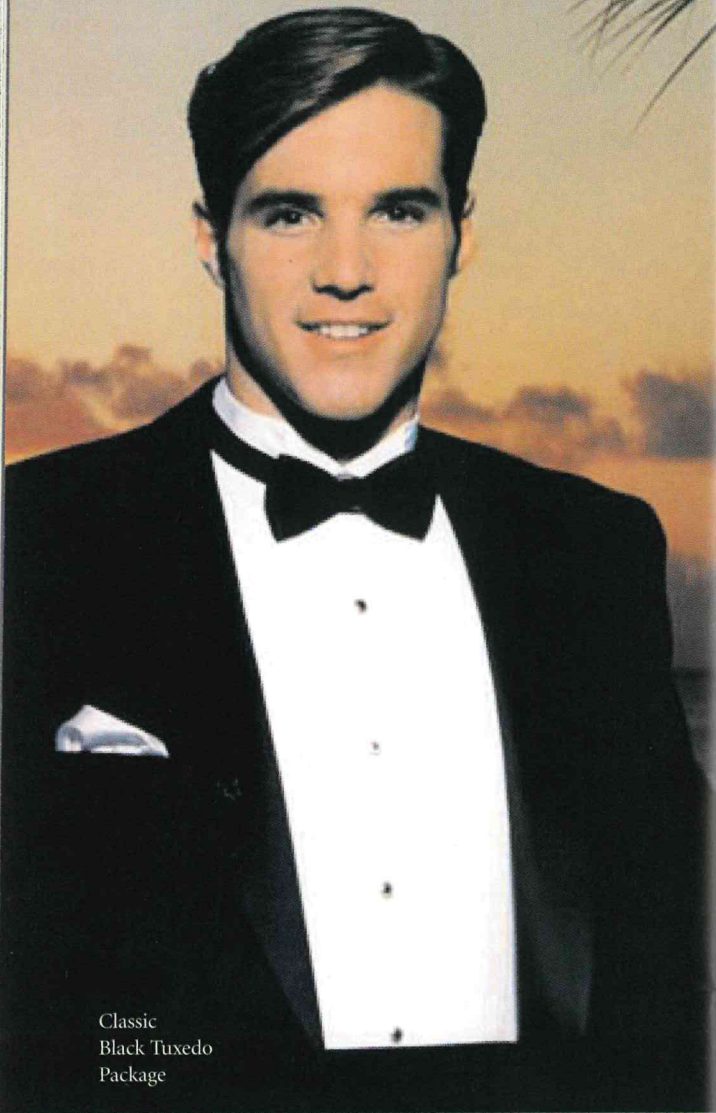
Dress yourself in elegance and style that's perfect for all the formal activities on your Holland America Line Cruise. It's simple to order, just choose from the selections that follow, fill out the attached measurement card and call our toll-free number, visit our website or send us a fax.

**1-800-551-5091**  
[www.cruiselineformal.com](http://www.cruiselineformal.com)

Cruiseline Formalwear

14250 SW 136th St., Suite 7, Miami FL 33186

Phone: 800-551-5091 Fax: 305-252-6855



Classic  
Black Tuxedo  
Package

## Men's Formalwear & Accessories



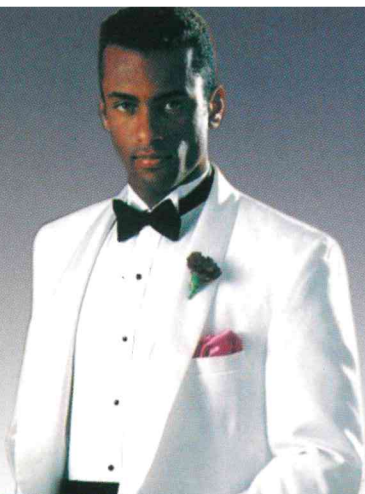
Classic Round Set  
(available in  
silver and gold)



Square Set  
(silver and black)



Octagon Set  
(gold and black)



White  
Dinner Jacket



Ralph Lauren  
Vest Set  
(available in silver,  
burgundy or black)



Classic Paisley Vest Set  
(available in blue, gold, hunter  
green, burgundy black &  
white or solid black)



Silk Pocket Square  
(available in burgundy,  
red, silver, black or white)



Suspenders  
(black only)



Men's shoes  
(black only)

## FORMALWEAR RENTAL RESERVATION

### CONTACT INFORMATION

Name		
Address		
City	State	Zip
Phone: Home	Work	
Ship	Cabin#	Wedding: <input type="checkbox"/> Y <input type="checkbox"/> N
Sailing Date	Port	

### MEASUREMENTS

Height	Weight
Coat Size	Chest Size
Pants: Waist	Inseam Outseam
Shirt: Neck	Sleeve
Shoe Size	Width

MEN'S GARMENTS	Price	Quantity	Total
Classic Black Tuxedo	\$85		
White Dinner Jacket Package	\$85		
Black and White Combo (2 coats with package)	\$120		
Ralph Lauren Vest Set Color: (see photo at left)	\$20		
Classic Paisley Vest Set Color: (see photo at left)	\$15		
Suspenders	\$5		
Black Formal Shoes	\$12		
Pair of Socks (yours to keep)	\$6		

Package rental prices include: Coat, Pants, 2 Shirts,  
Black Cummerbund, Bow Tie, Studs and Cufflinks.

**TOTAL:**

LADIES GARMENTS	Price Each	Quantity & Size	Total
Black Velvet Skirt	\$30		
Black Crepe Skirt	\$30		
Gold Blouse	\$20		
Glitter Blouse	\$20		
Black Velvet Blouse	\$20		
Black Formal Shoes	\$12		

Garments available in XS, S, M, L, XL, 2XL, please specify size.  
Shoes available in sizes 5 1/2 through 10, medium width only.

**TOTAL:**

### FORMAL ACCESSORIES FOR PURCHASE

MEN'S ACCESSORIES	Price Each	Quantity	Total
Silver Classic Round Set	\$25		
Gold Classic Round Set	\$30		
Silver & Black Square Set	\$35		
Gold & Black Octagon Set	\$45		
Silk Pocket Square Color: (see photo at left)	\$10.50		
Black Dress Socks	\$6		

Prices valid from 6/21/2003.

Some cruises require orders two weeks before sailing.

**TOTAL:**

### PAYMENT

Card Holder Name	
Card Number	Expiration Date
<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Discover	

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- ☐ Glacier Bay: Forever Wild
- ☐ South America Explorer Cruises
- ☐ Panama Canal Cruises
- ☐ ms Amsterdam & ms Rotterdam; Flagships of Excellence
- ☐ ms Zaandam & ms Volendam
- ☐ ms Veendam
- ☐ ms Ryndam
- ☐ ms Maasdam
- ☐ ms Rotterdam; Portrait of a Lady
- ☐ TOTAL TAPES ORDERED



**Holland America Line**